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**TO BE USED WITH APPLICATION WORKSHEET**

## Using this document:

The goal of Best Bar None (BBN) is to “raise standards and reward excellence.”

This booklet will help you prepare for your assessment by providing you with important background information on all BBN criteria items contained in the Criteria Checklist.

Each criteria item contributes to your establishment’s overall safety, compliance to regulations and sound management. Many of the items are based on industry best practices, the Alberta Gaming and Liquor Commission (AGLC) Licensee Handbook (LH), the *Gaming and Liquor Act* (GLA) and the Gaming and Liquor Regulations (GLR).

Explanations are provided to illustrate the value and reasons behind each criteria item and how it could benefit your establishment. This could mean adopting new policies, reviewing staff training, minimizing inconveniences to the neighbourhood (i.e., noise or litter) or ensuring the physical environment is safe and welcoming to patrons.

All **MANDATORY** criteria must be met to achieve accreditation. Meeting **BONUS** criteria will make your establishment eligible for an award.

### Important note about written policy

There are many BBN Criteria items that require “written policy.” This requires that the policy be written and some mechanism is in place to ensure all affected staff have read it or been exposed to it (signed declaration, initialed manuals, initialed checklists, etc.).

Written policy can be formalized in a policy manual, written into a training or orientation manual, included in staff job descriptions, posted in a staff area in the form of a memo, sent to all staff in an email or delivered to all staff in a memo included with paycheque or paystubs.

**If staff don’t know your policies, the policies will have little value.**

Assessors will need to verify policies and procedures. To speed up the assessment process (and to ensure you haven’t missed anything) it is recommended to highlight or mark relevant policies ahead of time for quick reference.

# WRITTEN POLICIES AND PROCEDURES

<b>A1</b>	<b>Have a written glass collection policy (i.e., that bottles and glassware are removed from tables frequently and broken glass is cleaned up promptly).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Broken glass on the ground or customers using empty bottles or glassware as weapons are a threat to customer and staff safety.</li> <li>• Removing bottles and glassware and cleaning broken glass minimizes this risk.</li> </ul>		

<b>A2</b>	<b>Have a written policy that staff are to monitor departing patrons to ensure that alcohol containers (bottles or glassware—full or empty) are not removed from the premises.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>GLR Section 91.1(2):</b> “No liquor licensee or employee or agent of a liquor licensee may allow a person to remove liquor from the licensed premises except a partially consumed bottle of wine sold or provided to that person by the licensee.”</li> <li>• <b>AGLC LH 5.3.15:</b> “All liquor must be consumed on the licensed premises except: a) liquor purchased for off premises consumption under a Class D licence (off sales); b) a partially consumed bottle(s) of wine in a Class A, B, C (Club) licensed premises that is sealed by licensee staff and placed in a bag; and c) liquor provided under a Caterer’s Extension (see Section 4.3).”</li> <li>• A common complaint from neighbours about bars is the disorder and mess left by customers when leaving the premises.</li> <li>• Empty bottles can become litter, be used as weapons or be thrown at vehicles or property.</li> <li>• Allowing customers to remove “open liquor” and consume liquor on the streets reflects poorly on the premises and other bars in the area.</li> <li>• It is unlawful to consume liquor in a public place.</li> </ul>		

<b>A3</b>	<b>Have a written policy regarding weapons found on the premises or removed from patrons.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.5.3</b> covers a licensee’s responsibility to provide a safe environment for patrons.</li> <li>• <b>Best Practice:</b> Metal Detectors (wands or security gates) and pat-downs.</li> <li>• Weapons in bars jeopardize the safety of patrons and staff alike.</li> </ul> <p>Weapons are not a “nightclub-only” issue or a concern limited to premises in “riskier” neighbourhoods. Staff in “lower-risk” bars should be made aware of the risks of weapons. Written policy and/or training will prepare staff to deal with incidents if they should occur. It is important that staff know who is responsible for those duties.</p>		

<b>A4</b>	<p><b>Have a written policy when police are to be called. The policy must include (at minimum) instructions to call police in the following situations:</b></p> <ul style="list-style-type: none"> <li>• a patron is found using or selling illegal drugs</li> <li>• assault</li> <li>• if illegal drugs are found or seized on the premises</li> <li>• suspected gang or organized crime activity</li> </ul>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>MANDATORY</b>
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<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.6.6</b> provides guidance on dealing with unruly patrons, including requesting police assistance and being “prepared to proceed with charges.”</li> <li>• <b>AGLC LH 5.9.2</b> “If suspected illegal drug activities are taking place on the licensed premises, staff must report the activity to the police.”</li> <li>• <b>AGLC LH 5.9.3:</b> “Licensees must report any illegal drug activities identified on a licensed premises to police.”</li> <li>• <b>AGLC LH 12.1.10:</b> “The AGLC supports and encourages police ‘walk through’ programs. Every police officer is considered an Inspector under the GLA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.”</li> <li>• Staff must know when it is appropriate to contact police and what specific procedures to follow.</li> <li>• In emergencies, having a policy to follow ensures that staff know what their responsibilities are and how to complete tasks. This reduces chaos and error and increases safety for staff and patrons alike.</li> <li>• If illegal drugs are found or seized, staff should know the best procedure to deal with them (call police).</li> <li>• It is an offense to be in possession of illegal drugs or to have them on your property.</li> </ul> <p>Consult with local police for guidance if necessary; in addition to 911 or the police complaint line, you may have a local detachment or ‘beat cop’ number to call.</p> <p>While the minimum examples above (illegal drugs and assault) are mandatory, it is recommended that other instances when police should be called are to be considered as well (robbery or theft, weapons, patron suspected of impaired driving).</p>	
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<b>A5</b>	<p><b>Have a written procedure for premises evacuation in the event of emergency (fire, power loss, etc.). The policy must include (at minimum):</b></p> <ul style="list-style-type: none"> <li>• Identification of a ‘muster point’ or meeting area</li> </ul>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>MANDATORY</b>
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<ul style="list-style-type: none"> <li>• Staff and patron safety is increased when staff have assigned tasks in emergencies and when they are aware of emergency procedures.</li> <li>• Bars and nightclubs can be chaotic, crowded and difficult to safely manage during emergencies without guidance and policy.</li> </ul> <p>Consult with fire department for guidance in developing an effective premises evacuation policy if necessary. Consider posting evacuation diagrams in staff and/or patron areas for visual reference (as in item C21).</p>	
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<b>A6</b>	<p><b>Have a written policy that covers fire safety procedures; such as locations and use of fire extinguishers and other emergency equipment (e.g., escape ladders, fire exits, alarms, etc.).</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>MANDATORY</b>
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<ul style="list-style-type: none"> <li>• Staff and patron safety is increased when staff are aware of location and use of fire safety equipment and procedures.</li> </ul> <p>Consult with fire safety equipment suppliers for instruction manuals, diagrams or proper usage of equipment.</p>	
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<b>A7</b>	<p><b>Have a written policy and procedure for managing patron smoking areas. The policy must cover (at minimum) the following items:</b></p> <ul style="list-style-type: none"> <li>• designating who is responsible for monitoring the smoking area</li> <li>• ensuring the smoking area is clean and tidy</li> </ul>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>MANDATORY</b>
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<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.5.3</b> “A licensee shall...b) place a high priority on maintaining a safe premises, considering patrons are consuming an intoxicating substance.”</li> <li>• Smoking areas are often areas where patrons have arguments, fights and sometimes medical issues.</li> <li>• Supervision and management of smoking areas keeps entrances clear and clean and makes the premises more appealing to patrons and the neighbouring community.</li> <li>• <i>Tobacco Reduction Act</i>: No smoking in public places or within five metres of entrances and exits.</li> </ul> <p>To new patrons or neighbours, the crowds that gather outside your establishment act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct can suggest what to expect inside the bar. Staff should be directed to keep an eye on them and monitor their behaviour.</p>	
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<b>A8</b>	<p><b>Have a written policy on prevention of illegal drug sales and use on the premises.</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>MANDATORY</b>
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<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.9</b> covers the licensee’s expectations and responsibilities regarding illegal drugs.</li> <li>• It is responsible management to ensure that illegal activities are not conducted on the premises.</li> <li>• Permitting the sale and use of drugs within a premises is illegal, a violation and socially irresponsible and may encourage this behaviour and attract criminals.</li> <li>• “Good” patrons may decide to leave your premises and go elsewhere.</li> </ul> <p>This policy focuses on prevention of illegal drug activity. Consider consulting with local police for advice in developing a drug policy. Policy should apply to staff as well as patrons.</p>	
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<b>A9</b>	<p><b>Have a written policy and procedure for managing lineups at entrance(s) to premises.</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>MANDATORY</b>
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<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Limits on patron numbers (to control overcrowding).</li> <li>• Establishments that experience lineups at peak hours need to manage the crowd. Policy and procedures ensure the lineups are orderly and safe.</li> <li>• Capacity is covered in AGLC policy (refer to <b>AGLC LH 5.13</b>) and also enforced by the fire authorities.</li> </ul> <p>Smaller establishments that rarely get busy enough to have lineups should have policy and procedure in place for lineups or crowds, in case they do occur. This ensures staff preparedness.</p> <p>Patrons outside your establishment act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct can suggest what to expect inside the bar. Staff should be directed to keep an eye on them and monitor their behaviour.</p> <p>Lineup policy can also address patrons waiting for tables, queuing up at coat check or crowding in public areas.</p>	
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<b>A10</b>	<b>Have a written policy requiring staff to call or secure a taxi or vehicle for hire for a customer, upon their request.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.8.3</b> “If licensee staff are aware an apparently intoxicated person drove to the licensed premises, the staff should suggest the person take a taxi and offer to call for one.”</li> <li>• <b>AGLC LH 1.5.3d)</b>: “A licensee shall...d) demonstrate care in ensuring a safe ride home for intoxicated patrons.”</li> <li>• Ensure all staff are aware that calling a taxi for patrons is a customer service that is expected of them.</li> <li>• Any efforts taken to prevent a patron from driving while impaired can decrease liability.</li> <li>• Patrons are less likely to drive when it is unsafe if they have alternate transportation options and assistance in obtaining it.</li> </ul> <p>If your establishment is fortunate enough to have a dedicated phone line with a taxi company, staff can offer to make the call for the patron. Suggestion: consider posting signage indicating that staff are happy to contact alternate transportation when needed. Obviously support in contacting vehicle for hire companies (TappCar, Uber, etc.) can be given.</p>		

<b>A11</b>	<b>Have a written policy requiring staff to request proof of age from all patrons who <u>appear</u> to be under the age of 25 (when minors are prohibited from the establishment).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.5.8</b> “Licensee staff are required to ask for proof of age whenever a person who appears to be under 25 years of age attempts to buy liquor or to enter a licensed premises where minors are prohibited. If unsatisfied a person is at least 18 years of age, licensee staff must refuse entry or ask the person to leave.”</li> <li>• The Under-25 Liquor Policy helps reduce or eliminate situations where minors attempt to purchase liquor or enter minors-prohibited establishments by setting 25 as the age up to which ID is required. This means licensees are viewing the IDs of more young adults and increasing the rate in which they prevent minors from entering the establishment.</li> <li>• Putting this standard into policy ensures all staff are aware of the practice.</li> </ul> <p>Some establishments opt for house policies that direct staff to ID all patrons who appear under the age of 30 or to ask for ID from all patrons. Obviously, these house policies go above and beyond the minimum requirement and further reduce the risk of minors entering a minors-prohibited establishment.</p>		

<b>A12</b>	<b>Have a written and posted policy for handling or cleaning up bodily fluids (e.g., vomit, blood, etc.) that includes “universal precautions.”</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Shows a commitment to patron and staff safety and security.</li> <li>• Shows preparedness for emergency situations.</li> </ul> <p>Universal precautions are infection control guidelines designed to protect people from diseases spread by blood and certain body fluids. Always assume that all “blood and body fluids” are infectious for blood-borne diseases and treat as such.</p> <p>Suggested procedure for policy:  <i>To clean up blood or body fluids:</i></p> <ul style="list-style-type: none"> <li>• <i>Put on disposable gloves</i></li> <li>• <i>Wipe up blood or body fluids with absorbent paper towels</i></li> <li>• <i>Place contaminated paper towels in a new plastic garbage bag</i></li> <li>• <i>Clean and rinse area with usual disinfectant</i></li> <li>• <i>Wipe the surface with a 1:10 dilution of household bleach in water. This concentration can be achieved by mixing 1 ounce of household bleach with 9 ounces of tap water (1:10 dilution). This disinfectant will have a shelf life of ONE SHIFT only.</i></li> <li>• <i>Dispose into the same plastic garbage bag: the cloths used to wipe up and your gloves, removing gloves last.</i></li> <li>• <i>Secure bag with knot or tie</i></li> <li>• <i>Dispose of plastic garbage bag</i></li> </ul> <p><i>Wash hands thoroughly with soap &amp; water for 5 minutes. Rinse under running water. Dry hands.</i></p>		

<b>A13</b>	<b>Have a written zero tolerance policy for employees serving liquor to minors.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>GLA Section 75:</b> “No person may give or sell or permit any person to give or sell liquor to a minor in licensed premises.”</li> <li>• <b>GLA Section 74</b> covers “Minors on licensed premises” in detail. Please consult the legislation.</li> <li>• <b>AGLC LH 5.5.1:</b> “It is an offense under the GLA to sell or provide liquor to anyone under 18 years of age. Management and staff of a licensed premises are responsible to ensure liquor is not sold or provided to minors.”</li> <li>• <b>Best Practice:</b> Develop codes of conduct for staff.</li> <li>• <b>Best Practice:</b> Reduce underage drinking.</li> </ul> <p>‘Zero tolerance’ policies give staff clear guidelines and expectations to follow and outline consequences for choosing not to follow them.</p>		

<b>A14</b>	<b>Have a written zero tolerance policy stating no staff consumption of liquor while on duty.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.3.18:</b> “Licensee staff may not consume liquor or be under the influence of liquor or drugs while on duty. However, it is acceptable for staff to consume an alcoholic beverage after their shift ends and for the Board-approved manager/owner of the licensed premises to consume an alcoholic beverage while entertaining a client.”</li> <li>• <b>AGLC LH 5.6.1 and 5.6.2</b> cover proper supervision of patrons by “trained and capable” staff.</li> <li>• <b>Best Practice:</b> Develop codes of conduct for staff.</li> <li>• Staff judgment is more effective and staff behaviour is more responsible if they are not consuming liquor on duty.</li> </ul> <p>‘Zero tolerance’ policies give staff clear guidelines and expectations to follow and outline consequences for choosing not to follow them.</p>		

<b>A15</b>	<b>Have a written zero tolerance policy regarding the use, possession or sale of illegal drugs by staff.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>GLA Section 69(1):</b> “No liquor licensee or employee or agent of a liquor licensee may permit any activity in the licensed premises that a) is contrary to any municipal bylaw or any Act or regulation of Alberta or Canada.”</li> <li>• <b>AGLC LH 5.9.5c):</b> “A licensee should: c) establish a policy of immediate dismissal for any staff involved in a failure to control the premises or to report drug activities to management and/or police.”</li> <li>• <b>Best Practice:</b> Zero tolerance approach to violence and inappropriate behaviour.</li> <li>• Permitting the sale and use of drugs within a premises is a violation and socially irresponsible; it may encourage the behaviour and attract a criminal element.</li> <li>• “Good” patrons may decide to leave your premises and go elsewhere.</li> </ul> <p>This policy focuses on dealing with illegal drug sales and use by staff. Criteria items A4 and A8 cover illegal drug activity by patrons.</p>		

<b>A16</b>	<b>Have a written “Respectful Workplace Policy” that covers (at minimum) the following items:</b> <ul style="list-style-type: none"> <li>• <b>zero tolerance for sexual harassment or harassment of staff and patrons</b></li> <li>• <b>treating others equitably and fairly</b></li> </ul>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• A safer licensed premises is also an establishment free of sexist, demeaning, racist or offensive behaviours.</li> <li>• A “Respectful Workplace” allows staff and patrons to work and spend their time in an environment that is comfortable and welcoming.</li> </ul> <p>Consider policies that cover the following instances of harassment:</p> <ul style="list-style-type: none"> <li>- Sexual harassment (or harassment) of staff by management</li> <li>- Sexual harassment (or harassment) of staff by fellow staff members</li> <li>- Sexual harassment (or harassment) of patrons by staff</li> <li>- Sexual harassment (or harassment) of staff by patrons</li> </ul> <p>Any and all of these instances would have different consequences and should be addressed separately.</p>		

<b>A17</b>	<b>Have a written zero tolerance policy regarding internal theft. This can include ‘grease’ at the door.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Standards are important, and if theft is allowed or not prevented in a permissive environment, other standards are also not met by staff.</li> </ul> <p>‘Grease’ at the door means that door/security staff will allow patrons access to the establishment for money, paid directly to the staff member.</p> <p>In many cases, ‘grease’ would be required if the establishment is at capacity (thereby putting the establishment at risk of being over the Occupant Load), if patrons are ‘red-flagged’ on ID scanners (allowing problem patrons into the establishment) or for other reasons (no proof of age, etc.).</p> <p>When door/security staff are taking ‘grease’, they are stealing from the employer and not managing the door in a safe and compliant manner.</p> <p>Obviously, this is an issue only relevant to establishments who regularly employ door/security staff to monitor the entrances (clubs, busy bars and pubs).</p>		

<b>A18</b>	<b>Have a written policy in place to make staff aware of and prevent drug facilitated sexual assault.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Drug-related assaults are not frequent, but when they occur, they represent a very serious risk to patrons.</li> <li>• Staff awareness can help prevent this activity and protect patrons.</li> </ul> <p>Females are most often the target of drugging; however, male patrons can also be targeted. Patrons can be accidentally drugged when they consume a tampered drink intended for someone else. Unattended drinks in glasses or bottles are at risk for tampering. Consult with local police, health boards or sexual assault centres for policy advice, if you require additional information.</p>		

<b>A19</b>	<b>Have a policy requiring staff (e.g., management or Door Security) to fill out incident reports if and when the following circumstances occur (one point for each):</b> <ul style="list-style-type: none"> <li>- patron is evicted and refuses to leave</li> <li>- minor in premises or refused entry</li> <li>- patron refuses safe transportation</li> <li>- fight / assault / disturbance</li> <li>- police are called</li> </ul>	<i>Check if met</i>
		<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.6.4c):</b> “Licensees should consider...c) requiring management and staff to constantly monitor the behaviour of patrons, maintain a log or record of problems and notify replacement staff of any potential problems at the start of their shift.”</li> <li>• <b>AGLC LH 5.8.4:</b> “If an apparently intoxicated person leaves a licensed premises and gets into a motor vehicle to drive, licensee staff should note the licence plate number, model and colour of the vehicle and the direction the vehicle is travelling, and notify police immediately.”</li> <li>• <b>Best Practice:</b> Keep incident logs and share with AGLC and police.</li> <li>• Incident reporting systems provide needed evidence when police, investigators, lawyers, or insurance companies are investigating an incident. They are especially useful if time has elapsed.</li> <li>• Tracking incidents when minors are found on premises or refused entry creates a paper trail of efforts to comply with AGLC policy.</li> <li>• Tracking instances when patrons refuse safe transportation creates a paper trail of efforts taken to identify and prevent impaired driving.</li> </ul> <p>Essential Item B1 requires the establishment to have an incident reporting system (binder or electronic logs). This policy gives staff clear direction as to when incident reports need to be filled out. Additional circumstances could be added to your establishment’s list (i.e., “cutting off” a patron, theft or robbery, patron is successfully evicted). Keeping diligent incident reports can help with potential liability issues.</p>		

<b>A20</b>	<b>Have a written policy on searching patrons.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Metal detectors (wands or security gates) and pat-downs.</li> <li>• Searching patrons can help ensure the bar is less likely to have weapons issues or illegal drug problems.</li> </ul> <p>Searching patrons at the door or conducting pat-downs is not necessarily operating practice for all establishments (smaller bars, relaxed pubs) but staff should be aware of your establishment’s own in-house policies and expectations and even legal issues should a search be necessary (i.e., patron with large bags suspected of stealing items or smuggling alcohol or illegal drugs in the establishment). Consult with local police for policy advice on this topic.</p>		

<b>A21</b>	<b>Have a written policy listing any prohibited items (e.g., types of weapons, illegal drugs, outside food and drink, any other contraband).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Staff should be aware of which items are not allowed into the establishment – and why, if necessary.</li> </ul> <p>This policy can be a companion piece to the searching patrons (A20) or weapons (A3) policy. As the examples suggest, however, this list would not be limited to just potential or actual weapons.</p>		

<b>A22</b>	<b>Have a policy in effect for “soft closing” (i.e., lights gradually go up and music / entertainment ceases at last call).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>GLA Section 71(1):</b> “Except in those licensed premises prescribed in the regulations, every person other than the liquor licensee and the liquor licensee’s employees or agents must leave licensed premises when the sale and consumption of liquor in those premises are required to cease under the regulations or stadium bylaws.”</li> <li>• <b>Best Practices:</b> Softer music during closing time. / Use music and lighting cues to signal patrons that closing time is near. / Provide a longer transition period between last call and the time when patrons must leave.</li> <li>• Bar closing time can be troublesome. A ‘soft close’ is gradual and less irritating to patrons. It gives them time to prepare, to leave and to arrange safe transportation before they must be out of the premises.</li> <li>• Gradual emptying of the bar helps to eliminate patrons competing for coat check and taxicabs.</li> </ul> <p>This is not the same as a ‘dispersal’ policy’ (A24). However, ‘soft closing’ can be included as part of the ‘dispersal’ policy and procedures.</p>		

<b>A23</b>	<b>Have a written noise control policy.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Shows consideration of the surrounding community.</li> <li>• Ensures the premise is less likely to be viewed as an unwelcome neighbour or detriment to the area.</li> <li>• Ensures staff are aware of the “footprint” the business can leave on the surrounding area.</li> </ul> <p>Patrons outside your establishment act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct should be respectful of your neighbours.  Patos, windows and open doors can allow interior noise (music, patrons) to bleed into the neighbourhood.  Know which neighbours could be affected by noise and find ways to limit the disruption.  Municipalities and neighbourhoods may have bylaws governing noise – be aware of these rules.</p>		

<b>A24</b>	<b>Have a written dispersal policy that outlines procedures taken to ensure patrons exit the facility in a safe and orderly fashion.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.1.10:</b> “‘Last Call’ must be timed to ensure patrons who order liquor are served within the hours of liquor service specified on the licence.”</li> <li>• <b>Best Practice:</b> Provide a longer transition period between last call and the time when patrons must leave.</li> <li>• Patrons leaving establishments (especially when busy or late at night) should be managed to prevent overcrowding or other issues. Policies and procedures should be developed to ensure staff are aware of the issues and possible solutions.</li> </ul> <p>‘Dispersal’ would cover a policy or procedure to allow safe and orderly exit at closing time. Avoiding overcrowding at coat checks and/or exits helps prevent conflict.  This is not the same as a ‘soft closing’ policy (A22); however, ‘dispersal’ policy may include ‘soft close’ guidelines.</p>		

<b>A25</b>	<b>Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages to pregnant women.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>Alcohol consumed by a pregnant woman is passed to the growing fetus. Fetal Alcohol Spectrum Disorder (FASD) is the term used to describe the range of permanent birth defects caused by maternal consumption of alcohol during pregnancy. A safe amount of liquor for a pregnant woman to consume has not been determined, so the safest choice is not to drink at all.</li> <li>Shows a commitment to responsible service. Encourages, supports and rewards patrons who are making responsible choices.</li> </ul> <p>Additional FASD information is available at <a href="http://www.fasd-cmc.alberta.ca">http://www.fasd-cmc.alberta.ca</a>. There is a Bonus criterion for publicly posting this policy for patrons.</p>		

<b>A26</b>	<b>Have a written policy empowering and encouraging staff to offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li><b>AGLC LH 1.5.5:</b> "Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home."</li> <li>Shows a commitment to responsible service.</li> <li>Encourages, supports and rewards patrons who are making responsible choices.</li> </ul> <p>There is a Bonus criterion for publicly posting this policy for patrons.</p>		

<b>A27</b>	<b>Have a written policy directing front-of-house staff (and Door Security, when applicable) to monitor patron intoxication levels and intervene when necessary (e.g., slow down or cease liquor service, find safe transportation, etc.).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li><b>GLA 75.1</b> "No liquor licensee may             <ul style="list-style-type: none"> <li>(a) sell or provide liquor in the licensed premises to a person apparently intoxicated by liquor or a drug,</li> <li>(b) permit a person apparently intoxicated by liquor or a drug to consume liquor in the licensed premises, or</li> <li>(c) permit a person apparently intoxicated by liquor or a drug to take part in a gaming activity or provincial lottery that is conducted in the licensed premises."</li> </ul> </li> <li>Ensures staff are aware of the importance of responsible liquor service and supervision of patrons.</li> </ul>		

<b>A28</b>	<b>Have a written policy requiring bar staff to "burn the well" (melt the ice well with hot water and inspect for glass shards) when glass is broken in or near the ice well.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>This is a common-sense bartending practice. Committing this routine into bartender/porter/barback training ensures this practice is maintained.</li> <li>Shards of broken glass are easily concealed in ice and can cause serious harm to patrons and staff.</li> </ul>		

<b>A29</b>	<b>Have a written policy ensuring any working bar area (with cash trays or tills) is not left unattended when patrons are in the premises.</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- **AGLC LH 5.6.3:** “All areas of the licensed premises where liquor may be sold and /or consumed must be clearly visible to staff at all times.”
- Open cash trays (as well as draught beer taps, bottles of liquor or tip jars) are tempting targets for theft.
- Bars are among the few remaining cash businesses (especially with bars that practice ‘cash and carry’ bar service in the evenings).
- A poorly supervised bar could become identified as a target for robbery, endangering the safety of patrons and staff alike.

<b>A30</b>	<b>Have a written policy and procedure for staff to follow in the event of a violent incident or assault. The procedure must cover (at minimum) the following items:</b> <ul style="list-style-type: none"> <li>• <b>instructions to remove patrons and staff from the area (during and after the incident)</b></li> <li>• <b>requirement to call appropriate authority (i.e., fire, police, ambulance)</b></li> </ul>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- **AGLC LH 5.6.2.** “A licensee is required to maintain a high level of supervision and control to protect the health and safety of all persons on the licensed premises.”
  - When an assault or violent incident occurs, it is important to ensure other patrons do not get involved and risk harm.
  - Bystanders can become involved in the incident or aggravate the situation.
- The chances of a small incident turning more violent or more difficult to control are increased when bystanders and other patrons get involved. Ensure that staff are guided in policy to control the crowds. This can also allow the assailants an opportunity to calm down, the intervening staff can focus on the problem and harm can be minimized.

<b>A31</b>	<b>Clear written procedures are in place for determination and preservation of crime scene and witness details until police arrive.</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- **AGLC LH 12.1.10:** “The AGLC supports and encourages police ‘walk through’ programs. Every police officer is considered an Inspector under the GLA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.”
  - Improves relationship between the police and licensee. The licensee is seen as cooperative and professional.
  - Shows patrons a commitment to safety and that a premises is law-abiding.
- If unsure as to what procedures would be ideal or appropriate, consult with local police.

<b>A32</b>	<b>Have a written policy requiring surveillance cameras and data from cameras be able to be provided to a Police Officer immediately upon demand in order to assist with an investigation.</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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<ul style="list-style-type: none"> <li>• <b>AGLC LH 12.1.10</b> “The AGLC supports and encourages police ‘walk-through’ programs. Every police officer is considered an Inspector under the GLA, and licensees and their staff are required to cooperate fully with police officers who enter the licensed premises.”</li> <li>• <b>AGLC LH 12.1.2</b> “A licensee and their staff must not interfere in any way with AGLC Inspectors performing their duties. The licensee is required to cooperate fully, including answering all reasonable questions regarding the management and operation of the licensed premises.”</li> <li>• Cooperation with Police or other regulatory agencies increases the likelihood of successful resolutions to investigations.</li> <li>• Camera evidence can be very crucial to identification of suspects or investigation of incidents.</li> </ul> <p>If desired, consult with legal counsel regarding the legalities of camera evidence. Ensure you have staff competent in the operation of surveillance equipment.</p>
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<b>A33</b>	<b>Have a written policy and procedure regarding the use of metal detectors, wands or pat-downs at the entrances of the premises.</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Metal detectors (wands or security gates) and pat-downs.</li> <li>• Metal detectors may prevent knives, guns and other metal weapons/contraband from being brought into the premises.</li> <li>• Staff using these metal detectors, wands and performing pat-downs should be trained and have policy to follow.</li> <li>• Pat-downs detect contraband (e.g., illegal drugs, smuggled alcohol) and non-metal items.</li> <li>• Policy should include contacting police regarding illegal items seized from patrons.</li> </ul> <p>These tools do not need to be used 100% of the time. Some locations will only use these precautions at “high-risk” times (i.e., late nights, weekends, bands/promotions that attract a “riskier” clientele, etc.). Please let your Assessor know when these items are employed. Consult with local police for guidance on searching patrons effectively and legally and for guidance on handling seized items.</p>
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<b>A34</b>	<b>Have a policy whereby only ProTect certified applicants will be considered for employment in security positions.</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Identify and legislate the requirements for security staff.</li> <li>• <b>Best Practice:</b> Implement certificated training programs for security and door staff.</li> <li>• Hiring ProTect trained staff shows a commitment to patron and staff safety</li> </ul>
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<b>A35</b>	<b>Have a written and/or posted maximum drink policy that begins before 1:00 a.m. and/or limits patrons to one standard serving of alcohol when the maximum drink policy is in effect (i.e., exceeds the AGLC policy requirement).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.3.6a</b> “A maximum of two (2) standard servings may be sold or served to a patron after 1 a.m.”</li> <li>• Slowing down alcohol servings at the end of the evening helps prevent overconsumption by patrons, helping the evening finish off with less incidents and problems.</li> <li>• House rules encouraging responsible liquor service can minimize exposure to litigation.</li> <li>• Policies such as these go ‘over and above’ the minimum standard set out in AGLC policy, better equipping the bar to be compliant and more responsible.</li> </ul> <p>To ensure compliance with the above AGLC policy, some establishments set house rules to limit standard servings earlier than 1AM (for example, staff start enforcing the limits at midnight). This allows them to go ‘over and above’ the policy and also helps ensure more responsible liquor service. As well, establishments that close up before 2AM can look at setting maximum drink limits for the final hour of liquor service as a house policy (i.e, close at midnight, slow down servings at 11PM).</p> <p>Bars also can limit patrons to one standard serving of alcohol while maximum drink policy is in effect.</p>		

# B. OPERATIONAL FORMS AND CHECKLISTS

<b>B1</b>	<b><u>Incident Reporting</u> binder or other system to document incidents</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li><b>AGLC LH 5.6.4c):</b> “Licensees should consider...c) requiring management and staff to constantly monitor the behaviour of patrons, maintain a log or record of problems and notify replacement staff of any potential problems at the start of their shift.”</li> <li><b>Best Practice:</b> Keep incident logs and share with AGLC and police.</li> <li>Incident reporting systems provide needed evidence when police, investigators, lawyers, or insurance companies are investigating an incident. They are especially useful if time has elapsed.</li> </ul> <p>Incident forms are used to document the actions taken to prevent or handle liquor-related problems and/or illegal activity. For example, refusing service to an intoxicated patron, use of force, instances when police are called or a patron’s refusal to leave. If an injury to a patron or a staff member takes place during an incident, an injury/accident report should also be filled out. A sample incident form is provided on the BBN website. See Item A19 – requires incident reports to be filled out in specific instances.</p>		

<b>B2</b>	<b><u>Injury/Accident Recording</u> binder or other system to document injuries (i.e., injured person’s name, injury circumstance, first aid provided, staff name, others involved, date)</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>The ability to refer to recorded information regarding an injury may be required if a patron (or staff) lodges a formal complaint.</li> <li>Occupational Health and Safety and Worker’s Compensation have rules requiring this practice.</li> </ul> <p>An injury/accident reporting system is used to record injuries to staff or patrons on the premises. If unsure of how to record injuries to staff, Workers’ Compensation could be consulted.</p>		

<b>B3</b>	<b>Binder or electronic <u>staff training log</u> tracking all staff ProServe and (if applicable) ProTect or Reel Facts expiry dates</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li><b>AGLC LH 1.6.10:</b> “Licensees must keep a log book of employee ProServe training including the following information: a) employee name as it appears on the certification card; b) SMART Training registration number; and c) expiry date. Logs are subject to review by the AGLC.”</li> <li><b>AGLC LH 1.6.1:</b> “A licensee must meet ProServe Liquor Staff Training certification requirements”</li> </ul> <p>Having well-organized ProServe and ProTect records ensures the staff are ProServe/ProTect certified in responsible liquor service and the training is valid. SMART Training re-certification must be completed 60 days or more prior to expiry. Sample training logs are available on the BBN website. Reel Facts training is required for staff who work in an establishment with Video Lottery Terminals (VLTs). Keeping a log ensures no staff training has been overlooked or has expired. Keep the log current.</p>		

<b>B4</b>	<b>Copies of all ProServe and (if applicable) ProTect certificates/cards (originals are property of the staff member)</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.6.8:</b> “Licensee staff must provide proof of ProServe certification at the request of an AGLC Inspector. Failure to present proof of ProServe certification (by card, personal information page or temporary card) may result in disciplinary action”</li> <li>• <b>AGLC LH 1.7.9:</b> “Licensee staff must provide proof of ProTect certification at the request of an AGLC Inspector. Failure to provide proof of ProTect certification (by card, personal information page ”</li> <li>• Having copies of staff training documents ensures that Inspectors can be provided proof of training, rather than relying on staff to carry cards or other proof.</li> </ul> <p>A binder or folder with UP-TO-DATE photocopies of staff completion information is useful in case AGLC Inspectors require proof of valid training. If your Human Resources or Head Office maintains staff training information and documentation, please arrange to have these documents on site for your assessment.</p>		

<b>B5</b>	<b><u>Premises Checklist</u> used for opening and closing the room</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Ensures consistency between daytime and night-time staff and that important details are not missed at the end of the evening (patron remaining in bathroom, door left unlocked, etc.).</li> <li>• Ensures the condition of the room is in order.</li> </ul>		

<b>B6</b>	<b><u>Banned or barred patrons list</u> or system to track banned patrons</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.7</b> covers policies regarding the collection of personal information.</li> <li>• <b>Best Practice:</b> Define rules and best practices with regard to the acceptable use of scanning technology.</li> <li>• Staff should have a reliable method of keeping track of individuals who have been banned from the premises.</li> </ul> <p>Smaller establishments that rarely or never ban or eject patrons should have a policy or procedure in place to track this data (forms or scanning records could be provided) when a patron is banned. The Alberta Privacy Commissioner set rules for tracking and storing patron data in November of 2009. Ensure your establishment is compliant with privacy guidelines. Name, age and photo are the only information that can be collected or disseminated on paper or via scanning technologies.</p>		

<b>B7</b>	<b><u>“Liquor Liability” forms</u>, in which the staff members agree to abide by the principles of responsible liquor service, signed by all staff directly involved in the sale and service of liquor (i.e., servers, bartenders).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Many licensed premises require liquor service staff to sign forms that summarize the staff responsibilities regarding responsible liquor service (service to minors, overservice, drinking on shift, etc.).</li> <li>• Management have an opportunity to review responsible liquor service with staff and ensure they are accountable for their actions.</li> </ul> <p>Although staff go through ProServe training that covers the principles of responsible liquor service, reviewing and signing a document agreeing to serve liquor responsibly reinforces that accountability and responsibility. A sample “Liquor Liability” form is available on the website. Please feel free to use the sample form as a starting point to create your own document that meets your establishment’s needs and goals.</p>		

<b>B8</b>	<b><u>Patron Head Count Log</u> or binder or other system to track occupant loads</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Crowding in premises is unsafe and causes opportunities for conflict.</li> <li>• Conducting regular, ongoing head counts prevents the room from exceeding its Occupant Load and develops a routine for staff.</li> <li>• Keeping track of patron numbers is also useful for business planning and appropriate staffing.</li> <li>• Could be used only during busiest times (i.e., weekend evenings).</li> </ul> <p>The Assessor will need to be shown tracking data (logs, head count results, archived tracking documents). A sample "Head Count Log" is available on the BBN website.</p>		

<b>B9</b>	<b>Have a <u>Refusal of Entry</u> log to track instances where patrons are refused entry to the premises, with reasons for refusal (i.e., intoxicated at door, unable to produce proof of age, belligerent behaviour, etc.)</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Keeps a record of efforts taken to 'screen' guests for safety or compliance reasons</li> <li>• Having a tracking record keeps the staff constantly aware of the many reasons to refuse entry</li> </ul> <p>This is certainly a useful tool for bars that employ door staff to screen entry. However, a smaller establishment can keep a binder behind the bar or in staff area and any patrons refused entry or service can be tracked. Even if these instances may be uncommon, tracking them can be important. A sample Door Refusal Log is available on the BBN website.</p>		

<b>B10</b>	<b>List of charitable donations, fundraisers organized or hosted over the past 12 months. This can also include community initiatives or activities to demonstrate your commitment to your neighbourhood (i.e., snow shoveling, neighbourhood cleanup, etc.)</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Shows a commitment to being a "good neighbour" and an active community member.</li> <li>• Increases positive public relations for the business and for the industry as a whole.</li> <li>• Can generate customer loyalty or introduce the business to new patrons.</li> </ul> <p>Maintain a thorough list of charity events, initiatives, fundraisers or sponsorships. Pay particular attention to documentation (posters, agreements, thank-you letters, emails, etc.) that validates initiatives that occurred in the past 12 months.</p>		

<b>B11</b>	<b>List of all <u>industry partnerships</u>, crime prevention groups or associations or suitable community initiatives in which the establishment holds a membership or supports (e.g., Better Business Bureau, Chamber of Commerce, Community League, etc.)</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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<ul style="list-style-type: none"> <li>• Membership in industry and community groups: <ul style="list-style-type: none"> <li>○ shows commitment to responsible management</li> <li>○ raises industry standards</li> <li>○ gives the licensee a voice in the community</li> <li>○ provides the licensee with opportunities to be viewed as a valuable community member.</li> </ul> </li> </ul> <p>Have a complete list (and appropriate membership documents) of involvement from the past year ready for the Assessor.</p>	
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<b>B12</b>	<b>Letter(s) of endorsement or support from neighbouring businesses or residential groups, demonstrating a positive relationship with your neighbours</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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<ul style="list-style-type: none"> <li>• Bars can have antagonistic relationships with neighbouring businesses, often unfairly.</li> <li>• This can affect relationships with municipalities or even zoning issues.</li> </ul> <p>In some cases, requesting a neighbouring business to write a letter of endorsement for BBN accreditation can be an opportunity to open a door and build a stronger, more positive relationship with neighbours. Issues such as parking, noise or litter can be discussed and solutions determined.</p>	
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<b>B13</b>	<b><u>Copy of your most recent Alberta Health Inspection</u> report. Points will be awarded based on results</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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<ul style="list-style-type: none"> <li>• Cleanliness, hygiene and safe food handling can mitigate risk of harm to patrons.</li> </ul>	
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<b>B14</b>	<b><u>Copy of your most recent Fire Marshal Inspection</u> report. Points will be awarded based on results</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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<ul style="list-style-type: none"> <li>• Successful fire inspections show the establishment meets regulations and takes patron safety seriously.</li> </ul>	
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# C. PHYSICAL VERIFICATION

<b>C1</b>	<b>Maximum Occupant Load card posted.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.13.5:</b> “A licensee must prominently display the Certificate of Occupant Load in a public area of the licensed premises.”</li> </ul> <p>Fire Marshal requires Occupant Load be posted publicly. Confirm posting location with fire services in your area.</p>		
<b>C2</b>	<b>Current liquor licence is posted.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.3.1:</b> “The liquor licence must be prominently posted on the licensed premises.”</li> </ul>		
<b>C3</b>	<b>Current business licence is posted.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• The Business Licence is issued by the municipality and should be posted in view of patrons.</li> </ul>		
<b>C4</b>	<b>Have signage posted at premises entrance stating “Minors Prohibited” – if this applies to your liquor licence.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.5.12:</b> “A ‘No Minors’ sign must be posted at all entrances to a licensed premises where minors are prohibited.”</li> <li>• <b>Best Practice:</b> Reduce underage drinking.</li> <li>• Minors (under 18 years) are not permitted in any Class A-Minors Prohibited licensed premises.</li> <li>• Signage informs patrons they are entering a “no minors” establishment.</li> </ul> <p>Licensees who hold Class A-Minors Allowed licences (i.e., Minors are permitted on premises but are prohibited from ordering or consuming alcohol) but choose to prohibit minors in the evening should specify the hours when minors are not allowed in the establishment. Some Best Bar None establishments do not have a Minors Prohibited licence – in these instances, a No Minors sign is not required.</p>		
<b>C5</b>	<b>Support a Designated Driver transportation program with posters displayed in view of patrons and/or business cards available to patrons.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.5.5:</b> “Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home.”</li> <li>• <b>Best Practice:</b> Transportation-related strategies such as Operation Red Nose and free shuttle service for bar patrons.</li> </ul> <p>Make an effort to stay connected with designated driving companies. They may have marketing tools available for licensees (posters, coasters, point-of-sale advertising, etc.) to promote their businesses.</p>		

<b>C6</b>	<b>Have non-combustible cigarette disposal container(s) in designated smoking area(s).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• A clean smoking area increases the attractiveness of the community and reflects well on the premises, possibly attracting more “walk-in” business.</li> <li>• Reduces fire hazard risk.</li> </ul> <p>The crowds that gather outside your establishment to smoke act as unofficial “ambassadors” of your premises. Their behaviour, appearance and conduct can suggest what to expect inside the bar. The condition of the smoking area also reflects upon your establishment. Providing cigarette disposal containers helps keep the smoking area tidy.</p>		

<b>C7</b>	<b>Have garbage cans near premises entrances and exits.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Providing garbage cans keeps entrances clean and makes the premises more appealing to patrons and the neighbouring community.</li> <li>• Allows patrons to appropriately discard garbage on the way in or out of the building.</li> </ul>		

<b>C8</b>	<b>Have emergency telephone numbers and the premises address posted by all premises telephones. If there is no land line, the emergency phone list is posted behind the bar for reference.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.5.3b):</b> “A licensee shall...b) place a high priority on maintaining a safe premises, considering patrons are consuming an intoxicating substance.”</li> <li>• Having emergency numbers and premises address posted near telephones will aid in promptly contacting emergency personnel when needed.</li> <li>• Having the numbers posted clearly and readily available demonstrates preparedness for a crisis.</li> </ul> <p>Many establishments may not have “land lines” or will use cordless or mobile phones. In these situations, an emergency phone number list (with premises address) should be posted behind the bar (an area usually manned or staffed). Consider posting emergency numbers in other conspicuous locations for easy reference by staff (kitchen, staff bulletin board, office, etc.).</p>		

<b>C9</b>	<b>At least one working flashlight is available and accessible to staff and is stored out of customers’ reach.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• A flashlight is useful in case of power outages, to inspect darker areas of the bar, to check identification or to aid in emergency situations or evacuation.</li> <li>• This item should be stored in a spot that staff can find it quickly and easily (behind bar, front door, etc.) and out of the reach of patrons (so it cannot be used as a weapon or stolen).</li> </ul>		

<b>C10</b>	<b>Have at least one appropriately stocked first aid kit within the venue. (Must include vinyl / latex gloves).</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>Being prepared with first aid supplies shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace.</li> </ul> <p>Defining “appropriately stocked” can be subjective; err on the side of caution and ensure the first aid kit(s) are well-stocked, maintained and ready for emergencies. A well-stocked first aid kit SHOULD also contain adhesive bandages, gauze pads and disinfectant. Face shields and pocket masks for resuscitation are also recommended. Some private safety companies provide first aid kits and can be contracted to maintain them as needed.</p>		

<b>C11</b>	<b>A list of staff who have valid and current first aid training is posted and visible for all staff to see.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>Providing trained first aid staff shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace.</li> <li>In an emergency, staff should be able to readily identify which staff members are first aid trained.</li> </ul> <p>Some suggested spots to post a list of “first aiders”: staff room, near or in every first aid kit, behind bar, in kitchen. TRY THIS - One BBN accredited bar features names <b>and photos</b> of their first aid trained staff posted by the First Aid kit. This is because they have a large number of staff – not all on a first-name basis. The photos allow for quicker recognition.</p>		

<b>C12</b>	<b>Broken glass is stored separately from regular garbage and away from patron areas.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>Broken glass in the regular garbage can injure staff handling trash bags, janitorial staff or garbage collectors.</li> <li>Broken glass should be stored away from patron areas to prevent injury and to prevent it from being used as a weapon.</li> </ul> <p>Ensure broken glass containers are well-marked and kept in appropriate areas. It is suggested to reinforce this practice with signage or policy.</p>		

<b>C13</b>	<b>Fire exits are free from obstruction and well lit at all times.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>Fire regulations require that fire exits be functioning and free from obstruction at all times.</li> <li>It is vital that patrons and staff have the ability to exit quickly and safely in an emergency, especially with large crowds.</li> <li>Keeping fire exits clear and well lit shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace.</li> </ul>		

<b>C14</b>	<b>Provide evidence of fire equipment being inspected / serviced annually or as required.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Licensees are responsible for ensuring their fire equipment is maintained as required. Fire equipment maintenance is provided by private companies. This includes alarm systems, sprinkler systems, extinguishers, kitchen fire suppression equipment, battery operated emergency lights, illuminated EXIT signs and functional exit door hardware.</li> <li>• Functional, well maintained fire equipment increases safety.</li> </ul>		

<b>C15</b>	<b>Use wet floor sign(s) to help prevent slips and falls. Staff is available for immediate cleanup of spills.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Use of wet floor signs and prompt clean up of spills increases safety of premises (slipping, falling) for staff and patrons; thereby reducing risk of injury and liability.</li> </ul>		

<b>C16</b>	<b>Empty bottles are stored behind the bar or away from patron areas.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Empty bottles can be used by patrons as weapons if stored in a public area. Storing them out of reach increases safety.</li> </ul>		

<b>C17</b>	<b>All bar glass washers are fully equipped and in working order.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• The glass washers (often behind the bar) are important sanitation units. Glassware needs to be sanitized before each use.</li> <li>• It is imperative that all washer chemicals (detergent, sanitizer, rinse aid, etc.) are hooked up and in operation to ensure vessels are safe for patrons. Assessors will validate that chemicals are feeding the glass washer and that the unit runs.</li> <li>• Health inspections cover these operations in far more detail.</li> </ul> <p>If your establishment does not use behind-bar glass washers, be prepared to describe or demonstrate your system for ensuring glassware sanitation is safe and reliable. Consider making inspections of the glass washers part of the bar open and close routines.</p>		

<b>C18</b>	<b>Have radios to allow staff, management and security to communicate effectively.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY FOR CLUBS/CASINOS</b>
		<b>BONUS FOR ALL OTHER CATEGORIES</b>
<ul style="list-style-type: none"> <li>In large or noisy environments, radios help staff communicate quickly and effectively.</li> </ul> <p>This item is MANDATORY for just two categories – Clubs and Casinos – as these are the two categories that are most likely to require this equipment and would benefit the most from their use.</p>		

<b>C19</b>	<b>Have a mechanical counting device used to accurately count the number of patrons on premises.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li><b>AGLC LH 5.13.2:</b> “The maximum occupant load of a licensed premises is normally established under the Fire Code and must not be exceeded at any time.”</li> <li><b>Best Practice:</b> Appropriate staff-to-patron ratios.</li> <li>Prevents overcrowding and ensures Occupant Load is not exceeded.</li> <li>Fire Inspectors often do spot checks and head counts as do AGLC Inspectors and Police.</li> <li>For this item, please have a system or tool on hand to conduct a head count. A hand tally counter is the best option.</li> </ul> <p>Smaller locations often run well below their Occupant Load and rarely near or exceed capacity, thus counts seem unnecessary. However, they could demonstrate a system or tools (e.g., electronic or manual hand tally counter) that could be used to track numbers if the room is unexpectedly busy.</p> <p>Keeping track of patron numbers is also useful for business planning and appropriate staffing.</p> <p>This duty can be carried out by Managers, Supervisors or other staff if Door Security staff are not employed.</p>		

<b>C20</b>	<b>Signage is posted within the premises, identifying behavioural expectations for patrons.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li><b>AGLC LH 5.6.6a):</b> “Suggestions for dealing with unruly patrons: a) Display signs at all entrances clearly communicating management policy to maintain a safe premises (e.g., no knives, no gang colours and unruly patrons will be barred.)”</li> <li><b>Best Practice:</b> Post “refusal of service” signage so that patrons and the public are clear about the rules.</li> <li>Identifying behavioural expectations sets a standard when patrons enter and informs patrons what they can expect and what is tolerated in the premises.</li> </ul> <p>Be creative when determining behavioural expectations. They can be prohibitive or positive.</p> <ul style="list-style-type: none"> <li>Prohibitive examples: No knives. No gang colours. Unruly patrons will be barred. No fighting. No drugs. No aggression or harassment of any kind, including verbal abuse of staff or any other patron of the venue.</li> <li>Positive examples: “Show up, don't show off.” “Have fun and dance well.” Respect staff and other patrons.” “Use garbage cans.” “Be the customer that is welcomed back.”</li> </ul>		

<b>C21</b>	<b>A floor plan of the establishment, with identified emergency exits, evacuation route(s) and muster point is posted prominently in a public area, in view of patrons.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Posting diagrams ensures that patrons and staff have quick visual access to emergency routes and a bird's-eye view of the room.</li> </ul> <p>Evacuation diagrams can be posted near ingresses or egresses or near any high-traffic area.</p>		

<b>C22</b>	<b>At least two (2) responsible liquor service posters are displayed in view of patrons. Examples are: “Under 25”, “It’s The Law and My Job”, etc. Responsible gaming posters (where VLTs are present) are also applicable.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.5.2:</b> “The operation of a licensed premises shall be carried out in a socially responsible manner.”</li> <li>• Displaying messages about responsible service and compliance to law shows a commitment to responsible service and provides patrons with confidence in the premises and a sense of security.</li> </ul> <p>The posters listed are examples of current campaigns. Other posters with a similar theme may also be considered. Contact BBN if you have posters that are not listed above to ensure they are acceptable. Responsible service posters are available for download to print and display from the AGLC website (<a href="http://aglc.ca">aglc.ca</a>).</p>		

<b>C23</b>	<b>Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages to pregnant women.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.5.2:</b> “The operation of a licensed premises shall be carried out in a socially responsible manner.”</li> <li>• Alcohol consumed by a pregnant woman is passed to the growing fetus. Fetal Alcohol Spectrum Disorder (FASD) is the term used to describe the range of permanent birth defects caused by maternal consumption of alcohol during pregnancy. A safe amount of liquor for a pregnant woman to consume has not been determined, so the safest choice is not to drink at all.</li> <li>• Shows a commitment to responsible service. Encourages, supports and rewards patrons who are making responsible choices.</li> <li>• Posting this offer publicly allows a pregnant patron to request this offer. Identifying a woman who is pregnant may be difficult and would be awkward or offensive to assume.</li> </ul> <p>TRY THIS – A couple BBN accredited premises post these offers on their drink menus for patrons to read and request.</p>		

<b>C24</b>	<b>Signs / advertisements are posted that offer free, or reduced cost, non-alcoholic beverages or food to designated drivers.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 1.5.5:</b> “Licensee management should also implement a program to reduce impaired driving. For example, the Designated Driver Program encourages groups to identify one person who will abstain from alcoholic beverages and take responsibility for driving others in the group safely home.”</li> <li>• Shows a visible commitment to responsible service.</li> <li>• Encourages and rewards patrons who are making responsible choices.</li> <li>• Posting this offer publicly allows designated drivers to request this offer.</li> </ul> <p>TRY THIS – A couple BBN accredited premises post these offers on their drink menus for patrons to read and request.</p>		

<b>C25</b>	<b>Clocks in premises are clearly visible to staff and patrons and set to the correct time.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Allows patrons to have a sense of elapsed time; they can budget their time and pace of consumption more responsibly.</li> <li>• Informs staff and patrons as last call arrives and passes.</li> </ul> <p>Point of Sale system (POS) time displays are NOT ACCEPTABLE. Stand-alone clock(s) or other, more visible, methods of time display (e.g., ongoing time display on televisions) are expected.</p>		

<b>C26</b>	<b>Have a security surveillance / camera system in operation, recording the interior of the premises.</b> <ul style="list-style-type: none"> <li>• <b>Additional Bonus points if surveillance/camera system records images and data is stored and readily accessible for at least 15 days.</b></li> </ul>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Use surveillance techniques and mystery shoppers to monitor staff performance. / Surveillance technology (including surveillance cameras, facial recognition, closed circuit TV, video systems and staff videographers).</li> <li>• Security systems help patrons feel safe and can act as deterrents to problematic behaviour.</li> <li>• A security system that records information can be used by management, police, investigators, insurance, etc. for evidence, to follow up or to investigate incidents.</li> <li>• Cameras can also help management ensure staff are conducting duties consistently and effectively.</li> </ul> <p>Surveillance systems are available in a range of prices that will fit a variety of budgets.</p>		

<b>C27</b>	<b>Have a security surveillance / camera system in operation, recording the exterior / parking area of the premises.</b> <ul style="list-style-type: none"> <li>• <b>Additional Bonus points if surveillance/camera system records images and data is stored and readily accessible for at least 15 days.</b></li> </ul>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Use surveillance techniques and mystery shoppers to monitor staff performance. / Surveillance technology (including surveillance cameras, facial recognition, closed circuit TV, video systems and staff videographers).</li> <li>• Security systems help patrons feel safe and can act as deterrents to problematic behaviour.</li> <li>• A security system that records information can be used by management, police, investigators, insurance, etc. for evidence, to follow up or to investigate incidents.</li> <li>• Cameras can also help management ensure staff are conducting duties consistently and effectively.</li> </ul> <p>Surveillance systems are available in a range of prices that will fit a variety of budgets.</p>		

<b>C28</b>	<b>Acrylic or plastic glasses are used in place of some glassware. Glass bottles are permitted.</b> <ul style="list-style-type: none"> <li>• <b>Additional Bonus points if hot and cold food is available during all hours of liquor service.</b></li> </ul>	<i>Some glass</i>
		<i>No glass</i>

<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Glass items, especially bottles, can be used as weapons (as clubs or to cut someone in fights). Removing even some glass items reduces the risk.</li> <li>• Broken glass on the floor is a safety hazard.</li> </ul>		

<b>C29</b>	<b>Have a designated drop off and pick up (i.e., no parking) area.</b>	<i>Check if met</i>
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<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Shows a commitment to patron service and safety by improving transportation availability.</li> <li>• Fights and arguments often occur over taxis or while awaiting a ride.</li> <li>• Allows patrons to obtain transportation within close proximity to the establishment.</li> </ul> <p>If you are unable to provide a drop off/pick up area due to landlord/property or municipal restrictions, please advise your Assessor.</p>		

<b>C30</b>	<b>Have a working hand-wash station (sink, soap dispenser and paper towels) at every working bar.</b>	<i>Check if met</i>
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<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Bartenders and servers handle patron's food and drink, as well as cash.</li> <li>• Having a hand-wash station nearby ensures that these practices are handled safely.</li> <li>• Health inspections can inspect hand-wash stations. Keeping these items working and stocked increases compliance.</li> </ul>		

<b>C31</b>	<b>Use a scanning system that records name, age and photo (in compliance with legislation) of patrons as they enter.</b>	<i>Check if met</i>
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<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>GLA Section 69.2 and AGLC LH 5.7</b> cover licensee responsibilities and legislation regarding collection of personal information.</li> <li>• Scanning systems keep records of patrons as they enter and can be used to identify trouble-makers.</li> <li>• Scanning systems can help patrons feel safe and can act as deterrents to problematic behaviour.</li> </ul> <p>Alberta's Privacy Commissioner (and the GLA) allows bars to record name, age and photo ONLY. Some systems, by nature of their programming, record birthdates (which is not allowed). If you use scanning technologies, please ensure its operation is compliant with privacy laws and guidelines (effective November 2009).</p>		

<b>C32</b>	<p><b>Have an automated external defibrillator (AED) on premises and at least two (2) managers with valid training in its use.</b></p> <p><b>Partial points will be granted if there is a neighbouring business with an accessible AED and permissions and arrangements have been made with the business to access AED in emergency.</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
<ul style="list-style-type: none"> <li>• An AED is used to diagnose and treat cardiac arrhythmia.</li> <li>• Providing an AED on premises shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace.</li> </ul> <p>Some establishments affiliated with larger businesses (shopping malls, hotels) may have access (or limited access) to an AED but not exclusive possession of one.</p> <p>As well, neighbouring businesses may also have AEDs (health clinics, gyms, etc.). Speak to the business operator and find out if you can access the AED in an emergency.</p> <p>If so, please inform staff – or post the location, available hours and contact person of the AED on the first aid kit for reference.</p>	

<b>C33</b>	<p><b>Have partitions installed between all urinals in men’s washroom.</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Partitions installed between urinals provide privacy to patrons and lessen the chances of confrontation.</li> <li>• This is one of many safety features recommended under CPTED (Crime Prevention Through Environmental Design) principles.</li> </ul>	

<b>C34</b>	<p><b>Post a “height strip” by main exit door(s).</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
<ul style="list-style-type: none"> <li>• A “height strip” gives visual cues as to the height of a subject leaving the premises.</li> <li>• This information can be used in identifying and describing a subject (in the case of theft, assault or other incident requiring information).</li> </ul> <p>“Height strips” are also designed to be visible to surveillance cameras – giving the viewer a quick reference point to determine a fairly accurate estimate of a subject’s height.</p> <p>It has been suggested as well that the presence of a “height strip” at the door gives the impression that the establishment may also have other crime prevention tools (surveillance cameras, trained staff, cash management systems to prevent theft). This can have a deterrent effect.</p>	

<b>C35</b>	<p><b>Bonus Points if there have been NO AGLC disciplinary actions (includes warnings) in the 24 months prior to the BBN assessor visit date.</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Recognizes licensees who have been compliant to AGLC policy and <i>Gaming and Liquor Act</i>.</li> </ul> <p>AGLC will review disciplinary action history upon registration and apply Bonus points accordingly.</p>	

<b>C36</b> <b>C37</b>	<b>PHYSICAL INSPECTION OF PREMISES</b> <b>Assessor will evaluate condition of premises using these criteria</b> <ul style="list-style-type: none"> <li>• <b>Cleanliness of premises</b></li> <li>• <b>Condition of equipment / furniture</b></li> </ul>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Cleanliness of premises – A clean and well-maintained room gives patrons the impression that standards are present in the establishment. This can have an effect on their conduct and behaviour. As well, cleanliness and hygiene can affect safe food handling. An unclean kitchen or bar area can result in risk to patrons' health.</li> <li>• Condition of equipment / furniture – Chairs, tables and other equipment should be kept in good condition to limit risk.</li> </ul> <p>Assessors will evaluate the state and condition of selected areas of the room.</p> <p>NOTE: If there are any upcoming renovations or equipment upgrades, please describe and inform the assessor. As well, if there are any ongoing repairs or areas of concern being addressed, please inform the assessor.</p>	

<b>C38</b>	<b>Is the exterior of the building free of graffiti?</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Graffiti on the exterior of the establishment have a negative effect on the neighbourhood and appearance of the establishment.</li> <li>• In some instances, graffiti can be 'tagging' activities from gangs or undesirable individuals.</li> </ul> <p>Assessors will inspect the exterior of the building. If you have ongoing issues with graffiti, please describe the steps you take to remove or prevent the graffiti.</p>	

## D. QUESTIONNAIRE

<b>D1</b>	<b>How do you ensure staff have read and understand your policies and procedures?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.6.2:</b> “A licensee is required to maintain a high level of supervision and control to protect the health and safety of all persons on the licensed premises (see subsection 1.6).”</li> <li>• <b>Best Practice:</b> In-house security plans.</li> <li>• For staff to be effective, they must be aware of policies and procedures.</li> </ul> <p>Provide some evidence (e.g., signed or initialed employee declaration or employee orientation checklist) that shows all staff have read policies and procedures. It is also recommended that staff receive copies of all policies or a copy is available on premises for staff to review.</p>		
<b>D2</b>	<b>How are staff easily identified in the room? (Uniforms, aprons, distinctive clothing, badges, etc.). NOTE: If you have door/security, be sure to describe the door uniform as the visibility of security staff is a best practice.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.6.4b):</b> “Licensees should consider...b) having staff wear highly visible apparel that identifies them as on-duty employees.”</li> <li>• <b>Best Practice:</b> Staff dress code</li> <li>• Uniforms make it easy for patrons to know who to go to if they need assistance, and provide a visible presence of staff--including security when applicable.</li> </ul> <p>If your Assessment is being conducted outside of business hours, provide samples of staff uniforms, nametags, etc. If a dress code is covered in written policy, direct the Assessor to that policy.</p>		
<b>D3</b>	<b>How do you ensure staff are aware of acceptable forms of identification (as per the AGLC Licensee Handbook)?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH 5.5</b> covers a licensee’s expectations and responsibilities regarding minors in detail.</li> <li>• <b>GLA Section 74(1):</b> “If a person who appears to be a minor requests to purchase or be given liquor from a liquor licensee, the licensee or other person to whom the request is made must, before granting the request, demand that the person who appears to be a minor provide proof of age.”</li> <li>• Staff must be aware of which forms of ID are acceptable. This will ensure decisions regarding liquor service and premises entry can be made without delay. It also reduces the risk of minors entering the premises.</li> </ul> <p>Acceptable forms of primary and secondary identification can change over time. As of February 2010, acceptable primary identification as per the AGLC Licensee Handbook are: Alberta Operator’s Licence, Alberta Identification card, Passport, Armed Forces Identification card, Certification of Indian Status card, Canadian Citizenship card, Permanent Resident card or comparable, government-issued identification from another jurisdiction.</p>		

<b>D4</b>	<b>How many staff members have valid First Aid and CPR training? <u>A minimum of 2 trained staff is mandatory to meet the BBN standard.</u></b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Providing trained first aid staff shows emergency preparedness, demonstrates a commitment to patron health and safety and creates a safer workplace.</li> </ul> <p>Be prepared to show proof of certification. A sample first aid/CPR training log is available on the BBN website.</p> <p><b>BONUS POINTS AWARDED FOR HAVING ADDITIONAL TRAINED STAFF, BASED ON OCCUPANCY LOAD:</b>  <b>0-149 Persons:</b> Three (3) staff with valid training  <b>150-244 Persons:</b> Four (4) staff with valid training  <b>245-350 Persons:</b> Six (6) staff with valid training  <b>351 Persons or higher:</b> Eight (8) staff with valid training</p>		

<b>D5</b>	<b>How does your establishment ensure bathrooms are monitored for cleanliness and for safety and security?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Washroom attendants.</li> <li>• Many violent, anti-social or undesirable behaviours (e.g. fights, assaults, smuggled alcohol, drug use, vandalism, etc.) occur in premises bathrooms, especially if supervision is low.</li> </ul> <p>Provide a checklist or reports to prove washroom checks are taking place. A sample washroom check form is provided on the BBN website.</p>		

<b>D6</b>	<b>How do you deal with a patron who begins to show the signs of intoxication?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Patrons showing the visible signs of intoxication cannot be served alcohol.</li> <li>• <b>AGLC LH 5.8.1:</b> "Licensees and licensee staff are prohibited from providing liquor to anyone who appears to be intoxicated by liquor or a drug."</li> </ul> <p>Written policy (A24) covers monitoring patrons for possible intoxication. Ensure staff know what to do when a patron is demonstrating the signs of intoxication.</p>		

<b>D7</b>	<b>How do you prevent patrons from drinking and driving?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• Impaired driving can leave a licensed establishment vulnerable to civil lawsuits and/or criminal charges.</li> <li>• Any efforts made to increase staff awareness and patron responsibility can have a positive effect.</li> <li>• It is also recommended to document any and all incidences of both successful efforts to prevent a patron from drinking and driving (calling or flagging a taxi) or suspected impaired driving (patron refuses to accept taxi or other alternatives).</li> </ul>		

<b>D8</b>	<b>How do you ensure there are no illegal drugs in your establishment?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<ul style="list-style-type: none"> <li>• <b>AGLC LH Section 5.9</b> covers illegal drug activity at a licensed premises.</li> </ul> <p>Although there are a number of written policies in Section A that cover illegal drugs (A4, A8, A15, A18), BBN wants to hear, in your own words, how your business deals with these issues.</p>		

<b>D9</b>	<b>Please describe your system for storing, tracking and returning Lost and Found items.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<p>Having a system to control Lost and Found items ensures patrons get their lost items and valuables back into their hands.  A system to store valuables (wallets with cash, jewelry, mobile phones, etc.) safely is important.  Also consider a sign-out sheet when patrons pick up lost items – this will create a paper trail to show the item was picked up.  This could be useful in case of a possible dispute with guests.</p>		

<b>D10</b>	<b>Please outline the hours that hot and cold food service is available at your establishment.</b> <b>Bonus points awarded for:</b> <ul style="list-style-type: none"> <li>• <b>Having hot and cold food available past 11:00 p.m.</b></li> <li>• <b>Having hot and cold food available during all hours of liquor service</b></li> </ul>	<i>Check if met</i>
<b>Why is this important?</b>		<b>MANDATORY</b>
<p>Availability and service of food has a responsible liquor service element.  A Class A – Minors Prohibited establishment is currently only responsible for providing food until 11PM. Having food available late night – or during all hours of liquor service – encourages responsible liquor consumption.</p>		

<b>D11</b>	<p><b>FOR ESTABLISHMENTS THAT EMPLOY DOOR / SECURITY STAFF ONLY:</b>  <b>If your establishment uses door / security staff, please answer the following questions:</b></p> <ul style="list-style-type: none"> <li>• <b>On which nights do you normally schedule door/security staff?</b></li> <li>• <b>How many door/security staff are scheduled on your peak/busiest nights?</b></li> <li>• <b>Do members of your door/security team have any specialized training, qualifications or skills?</b></li> </ul>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- **Best Practice:** Identify and legislate the requirements for security staff.
- Having security staff increases patron safety and supervision.

<b>D12</b>	<p><b>Does your establishment exceed AGLC policy requirements by having ProTect certified staff who are not required by policy to complete the training? (e.g., servers, bartenders)?</b>  <b>If YES, how many staff fit this criterion?</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- **Best Practice:** Identify and legislate the requirements for security staff.
  - **Best Practice:** Implement certificated training programs for security and door staff.
  - Hiring ProTect trained staff shows a commitment to patron and staff safety.
  - Exceeding ProTect minimum requirements ensures a higher level of staff training and knowledge.
- ProTect is mandatory for security staff and supervisors or managers of security staff in Class A Minors Prohibited licensed establishments. Not all bars have designated security staff. Many establishments have chosen to also train servers, bartenders and other staff who deal with patrons.  
Review the ProTect requirements (Section 1.7 of LH) or contact AGLC if unsure of policy requirements.

<b>D13</b>	<p><b>Do any staff members require a security clearance check prior to hiring?</b>  <b>If YES, please list the position(s) that require a security clearance check.</b></p>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- **AGLC LH 5.9.5b):** "A licensee should:...b) have a security check done on all new staff, and hire a person with a criminal record only if confident they will uphold standards and have a positive effect on operations."
  - Shows a commitment to providing reputable and trustworthy staff.
  - Security clearances can be required for staff who are responsible for cash and property, are in positions of trust or handle volatile situations with patrons.
- Assessors will be respectful of privacy and sensitivity issues. They will not read documents in detail; but will need to see them. If your Human Resources or Head Office maintains staff training information and documentation, please arrange to have these documents on site for your assessment.

<b>D14</b>	<b>Does at least one front-of-house staff member have current and approved Food Safety (safe food handling) certification? If YES, how many front-of-house staff have safe food handling training?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Alberta Health Services: “If 6 or more food handlers are working (includes servers), a trained food handler must be on site. Owners of more than one establishment must have a different trained manager for each site. If there are 5 or fewer food handlers working, at least one member of the management/supervisory staff must be certified (doesn’t necessarily have to be on site).”</li> <li>• Safe food handling ensures the safety of patrons and staff and can lessen the risk of lawsuits.</li> <li>• Although kitchen staff require training, having front-of-house staff (bartenders, servers) also trained in safe food handling reduces risk to patrons and ensures consistency between front-of-house and back-of-house.</li> </ul> <p>Although AHS requirements are more strict, for the purposes of BBN at least one front-of-house staff member must hold a current and approved Food Safety Course certification. If more staff are trained, please let your Assessor know and provide validation (copies of certificates, cards, etc.).</p>		

<b>D15</b>	<b>How often does your establishment hold general staff meetings to review policy?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>LH 5.6.2:</b> “A licensee is required to maintain a high level of supervision and control to protect the health and safety of all persons on the licensed premises (see subsection 1.7).”</li> <li>• <b>LH 5.6.1:</b> “Licensed premises must be adequately staffed and supervised during all operating hours. Staff must be trained and capable, and be under the supervision of competent and approved management (see subsection 1.6).”</li> <li>• <b>Best Practice:</b> In-house security plans.</li> <li>• Ensure staff are “on the same page” by holding meetings.</li> <li>• Effective security and patron management requires a team effort.</li> </ul> <p>Meetings regarding security can be done with all staff (a general staff meeting) or just with security staff and/or management. Provide documentation from the meetings (agenda, minutes, etc.).</p>		

<b>D16</b>	<b>Does your establishment hold formal staff performance reviews on a regular basis with results documented? If YES, how often are they held?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• <b>Best Practice:</b> Develop codes of conduct for staff.</li> <li>• Creates standards to promote improved service and shows responsible management.</li> </ul> <p>Assessors will need to observe the documents to validate the performance review process. They will be sensitive to privacy and exercise discretion and will not read them in detail. If your Human Resources or Head Office maintains staff training information and documentation, please arrange to have these documents on site for your assessment.</p>		

<b>D17</b>	<b>Does your establishment hold mock evacuation training exercises? If YES, how are these exercises conducted? How often?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Planning for evacuation prepares staff for emergencies and ensures staff and patron safety.</li> </ul> <p>Conducting a mock evacuation (fire drill) in a bar during operating hours would disrupt food service, leave tabs unpaid and inconvenience guests, endangering future business. However, a mock evacuation can be done during a slow business day or during a staff meeting held off-hours. A “silent drill with verbal evacuation” (where staff individually and as a group describe their responsibilities and actions should an alarm go off—which exits to use, where to gather patrons, etc.) can also be conducted at any time. These efforts need to be documented and presented to the Assessor. Consult with local fire marshal or fire safety equipment provider for guidance, if required.</p> <p>NOTE: A good way to prepare staff for evacuation is to determine specific duties for specific positions and ensure staff are aware of these duties, should an evacuation be necessary: For example (you can modify this to suit your business): Servers – help patrons to safely exit the premises – open exit doors Bartenders – remove cash trays and help patrons to safely exit the premises Door / Security – help patrons in need of support or assistance, check and clear bathrooms, do a sweep of the room for patrons DJ – stop music, use PA or microphone to calm patrons and request that they leave in an orderly fashion; turn on lights Management – ensure emergency services are called (These are examples only)</p>		

<b>D18</b>	<b>How do you ensure you have a “good neighbour policy” with nearby businesses or residential areas? How do you deal with issues that can affect your neighbours such as noise, litter, parking, etc.?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• Ensures bars are considerate of neighbours, responsible and accountable.</li> </ul> <p>Any correspondence or efforts made to “reach out” to neighbours (e.g., “Please contact us if you have any problems” “We’ll address your concerns.”) would be acceptable. Success in these efforts would be recognized in Item B12 – Letter of Endorsement from neighbours.</p>		

<b>D19</b>	<b>FOR ESTABLISHMENTS WITH LIQUOR LICENCES THAT CAN ALLOW MINORS. If your establishment allows minors, what policies and practices are in place to prevent minors from ordering or consuming alcoholic beverages? IF MINORS ARE PROHIBITED AT ALL TIMES, PLEASE MARK AS N/A.</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• In some cases, a liquor licence may allow minors to be present – however, they are to be monitored to ensure they do not order, possess or consume alcoholic beverages.</li> <li>• What best practices are in place to prevent this from happening?</li> </ul>		

<b>D20</b>	<b>Are “risk assessments” conducted before instituting promotional activities? These can include drink specials, event bookings, live music events, fundraisers or contests. Who is involved in the risk assessments? What factors are considered?</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- A “risk assessment” would take into consideration such factors as:
  - Safety – can the promotion be carried out safely?
  - Staffing – are you adequately staffed to handle a promotion like this?
  - Clientele – who will the promotion attract?
  - Compliance – is the promotion compliant to AGLC rules or municipal bylaws?
  - Cost
- For validation purposes, a formal risk assessment document can be developed and shown or manager meeting agendas can be produced (discussing the promotional activity in question) or emails between managers/owners discussing the activity can be printed and shown.
- BBN wants to see that licensees put thought and planning into promotional activities.

<b>D21</b>	<b>Does your establishment conduct any “secret shopper” or integrity testing to ensure customer service standards are met? Bonus points awarded if “secret shoppers” also evaluate responsible liquor service (e.g., proof of age under 25, overservice).</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- “Secret shopper” programs ensure staff are carrying out their duties to the standard expected by management.
- These program can be external (conducted by a third party) or internal (organized by owners or management using friends or acquaintances).
- “Secret shoppers” evaluate staff performance from the point of view of a customer.
- Please provide some proof of secret shopper feedback to assessors.
- Bonus points are awarded if evaluators are instructed to watch for responsible liquor service (proof of age, prevention of overconsumption) as well as customer service.

<b>D22</b>	<b>FOR ACCREDITED PREMISES APPLYING FOR RE-ACCREDITATION. What has been done to promote your BBN accreditation status to the public? This may include such activities as featuring the BBN brand on websites, event posters, menus, social media or other promotional efforts. NOTE: If you are applying for first-time accreditation, please mark this as Not Applicable.</b>	<i>Check if met</i>
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<b>Why is this important?</b>	<b>BONUS</b>
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- One of the goals of Best Bar None is to give licensed premises a third-party accreditation that validates their commitment to running a safer establishment for patrons.
  - Displaying the BBN brand allows the bar to distinguish itself from competitors.
  - When all BBN-accredited bars display and promote the brand proudly, the brand becomes more familiar to the public and increases its value as a trusted brand.
- Consider the ability to display the BBN brand as a privilege that was earned through hard work. Use the brand whenever and wherever you can.

<b>D23</b>	<b>What has been done to educate your staff about your current BBN-accredited status (if applying for re-accreditation) or your efforts to become accredited?</b>	<i>Check if met</i>
<b>Why is this important?</b>		<b>BONUS</b>
<ul style="list-style-type: none"> <li>• In order to operate a safer bar that meets BBN standards, the cooperation and 'buy-in' of staff members is imperative.</li> <li>• Staff are the best ambassadors of your establishment as they interact with patrons. When patrons notice the BBN brand on the front entrance, on posters or other promotional materials, it is important that staff know about the program and what that means to the patron.</li> <li>• Because BBN highlights the establishments that value patron and staff safety, the premises has an opportunity to share this commitment with their patrons. Staff knowledge is important.</li> <li>• Ensuring your staff know about your commitment to safety and higher operating standards will help make your establishment a desirable place to work and will attract like-minded employees.</li> </ul> <p>Establishments applying for first-time accreditation are encouraged to educate staff on their BBN efforts regarding attaining accreditation. One way to encourage staff knowledge about BBN is to delegate selected tasks as the bar prepares for their assessment visit.</p>		